

**EDITH
COWAN
COLLEGE**
AUSTRALIA

Pre-departure Guide



“ECC provided me with the knowledge and skills to prepare for my future career. At ECC, I met students from many different countries and learnt about their culture.”

Kelly, Vietnam, Diploma of Science
(Health Studies)



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For the latest pre-departure information, please visit:
edithcowancollege.edu.au

Choose ECC
Get ready for the world!



Perth is one of **Australia's** most multicultural cities



Perth has an average of **265 sunny days** per year



**35% of Australian
Stock Exchange
(ASX) listed
companies have
their headquarters
located in Perth**



Along Perth's
coast there are
**over 19 accessible,
white, sandy
beaches**

What is Perth like?

Perth is the vibrant capital city of Western Australia and has a population of over 2 million people. Perth provides a clean, safe, friendly and relaxed environment whilst also offering all the cosmopolitan attractions of a large international city. Perth's coastline expands over 19 white-sandy beaches all offering beautiful Indian Ocean sunsets. It's the ideal destination for swimming, surfing, sailing and fishing.

Climate

Perth is the sunniest capital city in Australia with an average of eight hours of sunshine each day. In Summer it can get quite hot and Winter can be cool. Here are the seasons to prepare for:

Season	Period	Average daily temperature
Summer	December to February	17°C to 30°C
Autumn	March to May	14°C to 26°C
Winter	June to August	8°C to 19°C
Spring	September to November	12°C to 23°C

Events

Perth hosts a range of local and international events each year. From sporting events, live concerts, world-famous festivals to local markets. There's always something happening in Perth.

Explore regional locations:

- Rottnest Island, located 18 kilometres off the coast, is Western Australia's very own island getaway featuring picturesque scenery and some of the world's finest beaches and bays.
- World class surfing waves can be found in Western Australia's Margaret River region, which is also home to some of the world's most acclaimed wines.
- Stretching almost two kilometres out to sea, the Busselton Jetty south of Perth is the longest (and oldest) wooden jetty in the Southern Hemisphere. It is also listed as one of the top 10 dive sites in Australia.
- Just 30 minutes from Perth is the Swan Valley, Western Australia's oldest wine-growing region, the ideal destination for the gourmet traveller.

To find out more about living in Perth, visit:

- studypertth.com.au
- experienceperth.com
- westernaustralia.com



Pre-departure checklist

Apply for your Visa

- Contact your agent for assistance, or
- if you don't have an agent, contact us and we can recommend one of our partnered agents in your region

Book flights

Arrange accommodation (please see details on page 9)

Arrange airport pickup (please see details on page 12)

Banking and currency

- arrange at least \$300 cash to use for the first few days upon arrival
- apply for a credit card from a bank of choice in case of an emergency

Prepare your suitcases and luggage after checking with your airline for their luggage limit

Luggage packing (please see more details on page 10)

Open international roaming on your mobile for emergencies in Australia in case you can't get a SIM card on time

Mentally prepare yourself for leaving your family and friends to study overseas

Get to know what's going on at Perth and at ECC, follow us on Facebook and Instagram: @edithcowancollege



Living cost

Your budget for living expenses will depend on the type of lifestyle and accommodation you choose. To cover weekly expenses, a single student needs a minimum of A\$21,041 each year to cover living costs. For further information please see: studyinaustralia.gov.au

Expense	Approximate cost per week (A\$)
Homestay	\$235-\$325
On-campus accommodation	From \$226 (plus utilities and meals)
Shared accommodation (off-campus)	\$165-\$440 (plus utilities and meals)
Groceries and eating out	\$80-\$280
Gas, electricity	\$35-\$140
Phone and Internet	\$20-\$55
Public transport	\$15-\$55
Entertainment	\$80-\$150



On campus accommodation

Edith Cowan College (ECC) students have access to on-campus accommodation at the Edith Cowan University (ECU) Mount Lawley Student Village which is just a short walk from the university. From time to time, accommodation may also be available at the Joondalup Student Village. Please visit this website for detailed room types and prices: <https://www.mystudentvillage.com/au/ecuvillage/>

Top 6 reasons to live on campus

1. **Fully furnished** with stove, fridge, microwave, furniture and 24 hour hot water
2. **Exclusive events** – themed parties, movie nights, BBQ, etc.
3. **24 hour** support and security patrol with surveillance cameras in place
4. **Comprehensively equipped** with swimming pool, recreation room, Internet, laundry
5. **Minutes walk** to library and elab
6. **Diversity** of residents and multicultural environment

If you are younger than 18 and plan to stay with a friend or a relative outside your immediate family, you must receive permission to do so from your parents and ECC. The person you are staying with must be aged 21 or above, have an Australian police clearance and agree to act as your local guardian and carer. If you do not have a friend or relative to stay with while at ECC, we recommend Homestay accommodation.

Helpful tip!

If you are not sure where to choose your accommodation, it is suggested to stay on campus for one semester. This will give you time to research other accommodation options, prices, house facilities and distance to campus.



Packing list

Documents

Certified qualifications and transcripts	<input type="checkbox"/>
Passport	<input type="checkbox"/>
Printed Visa on A4 paper	<input type="checkbox"/>
Certified Birth Certificate	<input type="checkbox"/>
Printed Letter of Offer and CoE on A4 paper	<input type="checkbox"/>
IELTS or other English test results	<input type="checkbox"/>
Driver's licence (translation is available at Chinatown at a cost of around \$20)	<input type="checkbox"/>
Spare pair of glasses or lenses which are expensive to purchase in Australia	<input type="checkbox"/>
Medical history or prescription from doctor for ongoing medication if applicable	<input type="checkbox"/>
A pen and a notepad with ECC's phone number and your Australian accommodation phone number and address just in case	<input type="checkbox"/>

Miscellaneous

Be aware of seasonal differences and prepare appropriate clothes in hand luggage in case you need to get changed at the airport	<input type="checkbox"/>
Check Perth's climate on page 6 and prepare your seasonal clothes	<input type="checkbox"/>
Swimming gear (don't miss out on the astonishing beach-life in Perth)	<input type="checkbox"/>
Voltage converters and power adapters if your home country use different voltage or power socket	<input type="checkbox"/>
Other items, such as rice cooker, bedding, kitchen ware etc.	
These items can be purchased at local shops such as IKEA and Kmart at reasonably low prices if you don't want to bring these with you. IKEA is only 15 minutes drive from the Joondalup campus. There are other local department stores as well as online shops. Please check Kmart's website for more products and prices: www.kmart.com.au	<input type="checkbox"/>

Australian Customs

You will receive an Incoming Passenger Card (sample below) when you enter Australia. It is important that you complete this card correctly and declare if you have any items on the list. You may find the passenger card in your language. If not, please fill in the English version accordingly. Electronic versions in other languages can be found on: homeaffairs.gov.au/trav/ente/goin/passenger-cards/samples

Incoming passenger card • Australia		PLEASE ✕ AND ANSWER EVERY QUESTION - IF UNSURE, ✕ ✕		
PLEASE COMPLETE IN ENGLISH WITH A BLUE OR BLACK PEN		Are you bringing into Australia:		
▶ Family/surname		1. Goods that may be prohibited or subject to restrictions, such as medicines, alcohol, illegal pornography, firearms, weapons or illicit drugs?	Yes No	
▶ Given names		2. More than 2250ml of alcoholic beverages or 25 cigarettes or 25g of tobacco products?	Yes No	
▶ Passport number		3. Goods obtained overseas or purchased duty and/or tax free in Australia with a combined total price of more than AUD\$900, including gifts?	Yes No	
◆ Flight number or name of ship		4. Goods/samples for business/commercial use?	Yes No	
▶ Intended address in Australia		5. AUD\$10,000 or more in Australian or foreign currency equivalent? Note: If a customs or police officer asks, you must report travellers' cheques, cheques, money orders or other bearer negotiable instruments of any amount.	Yes No	
▶ State		6. Meat, poultry, fish, seafood, eggs, dairy, fruit, vegetables?	Yes No	
▶ Do you intend to live in Australia for the next 12 months?	Yes No	7. Grass, seeds, bulbs, stems, roots, plants, parts of plants, traditional medicinal or herbs, wooden articles?	Yes No	
▶ If you are NOT an Australian citizen:		8. Animals, parts of animals, animal products including equipment, pet food, egg, biological specimens, birds, fish, insects, shells, bee products?	Yes No	
Do you have tuberculosis?	Yes No	9. Soil, items with soil attached or used in freshwater areas (eg. sports/recreational equipment, shoes)?	Yes No	
Do you have any criminal convictions?	Yes No	▶ 10. Have you been in contact with larvae, larvae animals, wilderness areas or freshwater streams/streams 4°C in the past 30 days?	Yes No	
DECLARATION The information I have given is true, correct and complete. I understand failure to answer any questions may have serious consequences.		▶ 11. Were you in Africa, South/Central America or the Caribbean in the last 6 days?	Yes No	
YOUR SIGNATURE		Day	Month	Year
		TURN OVER THE CARD English		

YOUR CONTACT DETAILS IN AUSTRALIA		EMERGENCY CONTACT DETAILS (FAMILY OR FRIEND)	
Phone	() ()	Name	
Email		Email	
OR		Phone (R)	
Address	State	Local address	
PLEASE COMPLETE IN ENGLISH		▶ PLEASE ✕ AND ANSWER A OR B OR C	
▶ In which country did you board this flight or ship?		A Migrating permanently to Australia	B Visitor or temporary entrant
◆ What is your usual occupation?		▶ Your intended length of stay in Australia	Years Months Days
▶ Nationality as shown on passport		▶ Your country of residence	OR
▶ Date of birth	Day Month Year	▶ Your main reason for travel (X one only)	
MAKE SURE YOU HAVE COMPLETED BOTH SIDES OF THIS CARD. PRESENT THIS CARD ON ARRIVAL WITH YOUR PASSPORT.		Convention/conference	1
		Business	2
		Visiting Friends or relatives	3
		Education	4
		Employment	5
		Holiday	6
		Exhibition	7
		Other	8
<small>Information sought on this form is required to administer immigration, customs, quarantine, state/territory, health, welfare and other servicing laws of Australia and its collection is authorised by legislation. It will be disclosed only to agencies administering these areas and authorised or required to receive it under Australian law. Form 1242 (Privacy notice) is available from the department's website www.border.gov.au/privacy/</small>		07161501 © Commonwealth of Australia 2017 LS Design date 07/17	

Helpful suggestion: this is a sample only. It is not recommended that you bring in items that are listed above. Australian quarantine laws are very strict. If you declare an item, it may be inspected by a Quarantine Officer or a security dog. If you don't declare quarantine items listed above, you may be liable for an on-the-spot fine or prosecution.

Items you can and cannot bring into Australia

Travellers to Australia may have their visas shortened or cancelled if they fail to declare prohibited items to customs. If you are unsure about the products you are bringing, it is best to declare it anyway. This will help you avoid delays, extra costs, or loss of goods that are considered high risk.

You can find more details via link <https://www.abf.gov.au/entering-and-leaving-australia/can-you-bring-it-in/list-of-items>



1. Dairy and egg products

While biscuits, bread, cakes, chocolates, and confectionery are permitted, cheese, butter, and other dairy products must be declared to Immigration authorities upon arrival.

Take note that food and snacks provided on planes or ships cannot be brought along when alighting.



2. Plants and plant-related materials

Live plants, soil mud, and clay are not permitted. However, seeds are allowed if they follow specific requirements.

Seeds must be free of live insects, soil, disease symptoms, non-permitted seeds, other plant material (such as leaf, stem material, fruit pulp, and pod material), animal material, and any other contamination.



3. Medicine and substances

Steroids are prohibited from being brought into Australia. Substances such as hormones and kava, and personal medicines and sedatives must have permits and be declared.

Vitamins, supplements, tobacco, cigarettes, and alcohol must also be declared.



4. Fruits, vegetables, and tea

Fresh and preserved fruit and vegetables must be declared. These include chutney, jam, pickles, and dates.

Other items such as loose herbal tea leaves, dried herbs (including saffron and ginseng), and spices are also required to be declared.

Although maple syrup is allowed, honey products must be declared before arrival.



5. Nuts, seeds, beans, and grains

Grains like rice and nut products must be declared. This also includes noodles and pasta.

Instant noodles are allowed if they follow certain conditions:

- brought in small portions,
- do not contain discernible pieces of meat or egg,
- do not require to be refrigerated, and
- are for personal consumption of the traveller.

Vegetable and seed oils are allowed into the country but must be clean and free of contaminant seed, soil, and animal or plant debris.



6. Meat items, seafood, and poultry

Fish, meat (canned and uncanned), and prawns and other seafood that comply with regulations must be declared upon arrival.

Uncanned meats from other countries (except for New Zealand) are not allowed into Australia unless accompanied by an import permit.

7. Live animals, animal equipment, and food

Only selected live animals from approved countries are allowed to be imported into Australia.

Pet food and treats, veterinary, grooming, shearing and beekeeping equipment are to be declared before entry.

Eggs, nests, feathers, horns, animal fur, leather skins, and other related products are to be declared as well. This includes wallets, purses, belts, and shoes made out of those materials.



8. Miscellaneous items including: camping and sports equipment, camping footwear, and fake designer goods

Hiking boots, fishing equipment, and anything else that can be contaminated with soil, seeds, or water must be declared.

Certain weapons, fireworks, mosquito zappers, and laser pointers must be declared.

However, pepper spray, daggers, electric shock devices, and fake designer goods are strictly prohibited when entering Australia.

9. Seasonal or festive items

The Australian Border Force requires anything related to festivals to be declared before arrival.

Dried and fresh fruits, flowers, nuts, Indian sweets such as burfi, ras malai, rasgulla, and pedas are not permitted. Meanwhile, mooncakes with no meat and that are commercially prepared and packaged are allowed.

Arriving in Perth

Collect your luggage

After getting off the plane, you can follow the signs to baggage collection. If you can't locate your luggage which could be possibly delayed, please go to the information desk next to the luggage conveyor. Present your passport and flight ticket and they will be able to help you. You may need to provide your email address, phone number and address in Australia so they can contact you.

Set up WiFi at airport

1. Turn on wifi on your device
2. Click on "Perth Airport Free WiFi"
3. No password required, click "connect"
4. A few seconds later, you will be directed to a webpage, fill in your first name, second name, email address, and tick the checkbox to agree with Terms and Conditions
5. Click "continue" and you are ready to notify your parents and friends of your safe arrival.

StudyPerth Welcome Desk

After you have collected your luggage and made your way through Australian immigration and customs, follow the StudyPerth 'footprints' on the floor. You will find the StudyPerth greeters are there to welcome you to Perth.

Airport Pickup

To assist you with your arrival in Perth, ECC provides a free airport reception service (for new students) studying English followed by a ECC Pathway program or students directly entering an ECC Pathway program. This free service can be booked via:

- www.perthstudentaccommodation.com/airport-reception/
- www.ahnhomestay.com

Note: it is important to notify them by email or call if you change your itinerary, or your flight is cancelled or delayed.



StudyPerth Welcome Desk

Collect your free welcome pack

- Water bottle
- Reusable shopping bag
- Sticky phone card holder
- Optus SIM card
- Perth Insider Guide
- Perth map and travel discounts
- Competitions and much more

T1 and T3/T4 terminal arrival halls

Semester Two

Monday 8 June – Monday 31 July

Semester Three

Monday 14 September – Monday 26 October

At T1 open daily from:

- 5am - 9am
- 12pm - 8pm
- 10pm - 2am

At T3/T4 open daily from:

- 9am - 1am



Post-arrival checklist

Notify your parents and friends that you have settled in

Open an Australian bank account if you haven't already got one

Suggested documents to take to the bank:

- passport
- visa copy
- Confirmation of Enrollment
- information such as your phone number, home address and email

The most popular banks include: Commonwealth Bank, ANZ, Westpac and NAB. You can google search their location and drop in to a branch closest to you

Purchase household items and food

Purchase a local SIM card if you don't have one. Network companies include: Telstra, Optus, Virgin, Vodafone, etc. You can easily change your network without changing your number by visiting one of the network shops with your passport

Explore the vibrant city and get familiar with your surroundings

Obtaining a Photo Card from the Department of Transport (DoT) is recommended and is at a cost, because losing your passport will be inconvenient. Suggested documents to bring to DoT:

- passport
- visa copy
- bank card
- Tax File Number letter (which you can apply for through the Australian Tax Office)
- letter or utility bill showing your residential address

Check your email frequently for any correspondence from the bank, ECC and other organisations

Get Orientation date from your email or Letter of Offer, and add it into your calendar to make sure you attend it on time

Apply for a Tax File Number (TFN) if you are seeking part-time work. Please see further details on page 16

Orientation

Orientation is the beginning of your studies at ECC, and a fun way to enrol in your course, meet new friends from all over the world, and get the information and assistance you need to help you be successful in your studies at ECC. ECC takes it's duty of care obligations seriously, and orientation is the first step in ensuring that you are advised on academic support systems, student wellbeing programs and safety information for life in Australia. As such, attendance at orientation is compulsory.

Where should I go?

Please refer to your Letter of Offer which will show the location of Orientation for your starting course.

What to expect during the 2-day orientation:

- Meet our friendly ECC staff, student leaders and your new friends
- Engage in a range of fun activities, quizzes and ice-breakers with prizes to be won
- Campus tour and learn about the services and facilities that are available to you as a student
- Create your timetable
- Find out which textbooks you need
- Get your ECC Student ID and Smartrider card
- Learn how to plan your short and long term goals
- Learn how to manage your time to ensure assessments are completed on time
- Learn how to log on to the ECU wifi (bring an electronic device + your user name + password from Day 1!)
- Learn how to access the ECC student portal including unit outlines; staff contacts; free resources for continued language improvement

What do I need to bring on my first day?

- A copy of your ECC Letter of Offer and CoE
- Passport
- Student visa details
- Details of Australian address, home country address and phone contacts
- Emergency contact email address and telephone of friend/relative in Perth, Australia



Transportation

Public Transport

Once you get your Student ID card, you will notice on the back of the card is a SmartRider. Therefore, you can use this same card to take public transport in Perth, including the train, bus and ferry. Students receive a discount on all public transport in Perth. You can add value to your card at some train stations, on the bus or online. Ticket fare is calculated by GPS location, so always remember to tag on and off when you use public transport.

Free Bus Zones

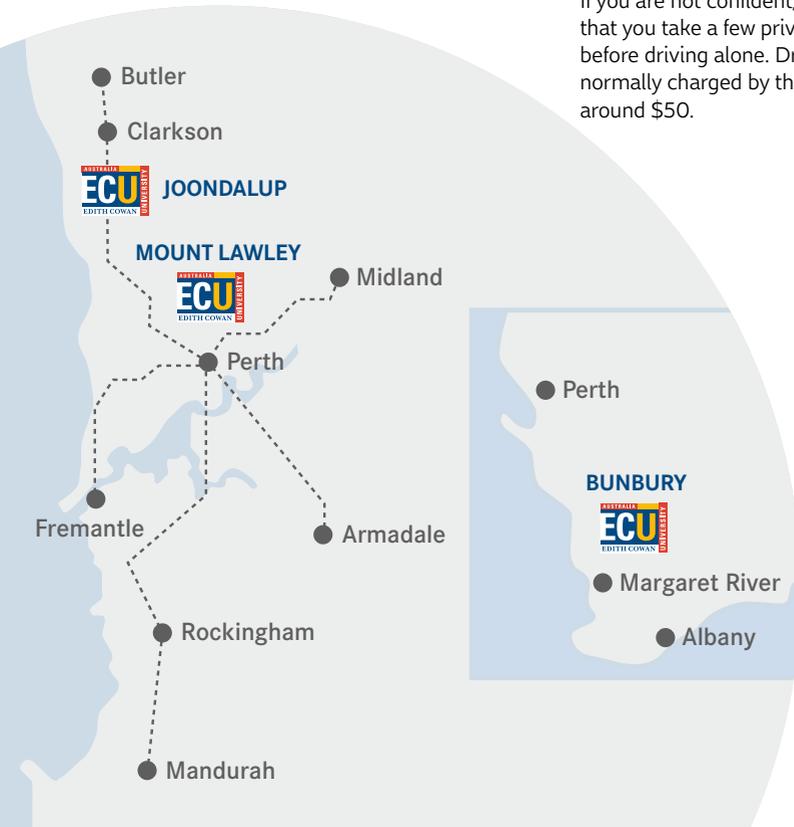
Perth also offers free bus services around the CBD, Joondalup and Fremantle. The Joondalup CAT connects the ECU campus with the train station and shopping malls in minutes.

Driving

You must have a copy of your translated drivers licence and your passport with you whenever you drive. The translation can be done in Northbridge at a cost of around \$20.

It's important to remember that people drive on the left hand side of the road in Australia.

If you are not confident, it's strongly suggested that you take a few private driving lessons before driving alone. Driving lessons are normally charged by the hour at a rate of around \$50.



Working while studying

You will be permitted to work in Australia but there are several conditions which apply. Your student visa allows you to work up to a maximum of 40 hours per fortnight during academic term and unlimited hours during vacation periods. You will not be permitted to commence work until your course start date has commenced. For more information about permission to work while studying, please check the Department of Home Affairs website: <https://www.homeaffairs.gov.au/>

Fair Work

It is important to know your work rights. Your employer is responsible for your working conditions and paying your wages and is required by law to follow standards of practice. The national minimum wage is AUD\$18.93 per hour. More information can be obtained from: www.fairwork.gov.au

Tax File Number

Anyone working in Australia must have a valid Tax File Number (TFN) which is issued by the Australian Taxation Office (ATO). You can apply at the Post Office or through their website: www.ato.gov.au This website will provide information about documents required when applying for a TFN.

Paying tax in Australia

Once you have been in Australia for more than six months you are considered 'a resident for tax purposes'. You will be required to pay tax on earnings from work or interest earned from bank accounts.

Finding employment

Online

There are a number of resources you can use to find the perfect casual or part-time job while you study. Most businesses now advertise for positions online, below are examples of some websites:

- www.seek.com.au
- www.indeed.com.au
- www.careerone.com.au
- www.gradaustralia.com.au

Networking

It is important to network within your study and social groups, attend events, join sporting and cultural groups, and don't be shy to ask about employment. You may be surprised by the opportunities that present themselves.

In Person

Many small businesses such as cafes, restaurants, bars and supermarkets around where you study or live may also be looking to employ people. Why not visit them in person and politely ask to leave your resume to be considered for upcoming job vacancies.

Newspapers

You can search for local jobs in Perth's major newspaper, The West Australian. Have a look at the employment section in the Wednesday and Saturday edition of the paper to view a range of different jobs across Perth.

Remember

You must ensure that part-time work doesn't distract you from your studies, and isn't relied on to cover your tuition fees and living expenses.

ProsPer by StudyPerth

ProsPer is an online portal for international students seeking a prosperous future. ProsPER will equip and empower international students to develop the skills, experience, networks, confidence and knowledge needed to

Live, learn and launch your career with StudyPerth

- Free at the point of use
- Online activities to support you and help you become more job- ready
- Network with peers, share with friends
- Earn rewards while you live and learn

Gamified learning to improve your job-readiness and keep you on track

- Personalised learning
- Goals for keeping you on track
- Stay motivated with rewards
- Network and share with friends

How it works

1. Register your account at prosper.studyperth.com.au or via the QR code. It will take 2 minutes.

Scan this with
your phone's
camera



2. Complete themed activities to help you achieve your aspirations – in employment or your own business!
3. Share your progress and achievements with friends.
4. Collate your skills in your skills passport.



Managing culture shock

When studying in a different country, you will need to adjust to changes in the physical environment, the type of food available, the way people look, speak and act, as well as having to use a different language to communicate. These differences may result in you experiencing a variety of feelings and reactions. Understanding some of the differences you may encounter living in Australia may help to lessen the effect of culture shock and adjust to living in Australia.

What's Acceptable?

- Equality for all citizens, no matter male or female, or in non-professional or professional positions. Questions of age and income should be avoided
- Punctuality - always be on time for appointments or let people know if you will be late
- Tidiness in the community - all rubbish should be disposed of in a bin, or carried with you until you find a bin
- Waiting your turn in a queue
- Informality when addressing others - first names are accepted when first meeting someone. It is acceptable to ask a person what they would like you to call them
- If you find yourself in awkward social situations such as when food or drinks are being served, which you do not like or can't consume for religious or other reasons, do not hesitate to point out politely that you cannot partake in what is being offered. Australians are aware of different customs and will not be offended

- Saying 'please' and 'thank you' where appropriate is highly regarded
- Maintaining eye contact is important during conversation with friends, lecturers, in tutorials and oral presentations

What's Not Acceptable?

- Some behaviour is socially unacceptable and there are laws against it. For example, it is against the law to be drunk in public, to swear in public, to use indecent language, to behave in a sexually indecent way
- Smoking is considered unhealthy and not allowed in public buildings, public transport, taxis, shopping centers, hotels/bars and restaurants – smoking is banned on all university campuses
- Sniffing instead of blowing your nose. Please use handkerchiefs or tissues to blow your nose. If you feel uncomfortable doing this in public, you can go into a bathroom or toilet and blow your nose
- Opening someone's door without knocking first. Always wait for the person to answer 'come in'
- Making loud noises which are unreasonably annoying to another person, even if you make the noise in your own home, especially between the hours of 10.00pm and 6.00am (eg. Loud music, parties, etc.)
- There are very strict laws against driving when you have consumed alcohol – there are heavy fines and even jail terms for offenders
- Bad personal hygiene affects your own health and also shows disrespect to people around you. Good personal hygiene habits include: wash hands after going to the toilet; use deodorant to prevent body odor; brush teeth to prevent bad breath.

FAQ's

Support

Q: What if I feel stressed with my studies and find I can't cope?

A: ECC have a Student Counselor available on campus free of charge because we believe students' welfare is the number one priority when studying overseas. We also provide additional academic support.

Q: What if my English is not good enough?

A: We have a free English support program which runs for 3 hours every week for 11 weeks to help strengthen your English and get you comfortable to talk and study.

Q: What if I have difficulty in completing my assignment and homework?

A: ECC provides dedicated learning support staff member to help you with the following:

- language skills: writing, reading, listening, & speaking grammar, vocabulary, & pronunciation
- study skills: planning studies, time management, referencing, etc...
- basic IT skills: Microsoft Word, PowerPoint, Excel, Internet search, Google Drive
- numeracy skills

You can make appointment by sending email to arman.abednia@ecc.edu.au

Study

Q: Do I need to study unrelated units in my course?

A: You will only study course related units which aim to embed knowledge and employability skills. With electives, you can choose any subject you like if there are no pre-requisites.

For example, if you are studying Commerce, your units won't include biology unless you choose it as your elective unit.

Q: Can I change my major if I don't like the course I have chosen?

A: You don't have to choose a major until second year as most of the units are core units shared by the majority of majors. If you want to study another course, as long as you can meet the academic and language requirement, you can switch to your preferred course but the units you have already studied will become electives and you will need to study the core units for the new course.

IELTS

Q: Can I defer my offer if I haven't achieved the required IELTS score?

A: You can email your IELTS result to our Admissions team and they will either defer you to the next available intake with the IELTS condition remaining, or assess your IELTS result to include an Academic English course on your offer.

Q: How much does the Academic English course cost?

A: Depending on your IELTS score, your language course will be 10 weeks, 20 weeks or more. Detailed fees can be found via: edithcowancollege.edu.au/fees

Q: What's the advantage of studying Academic English with ECC?

A: As long as you achieve the required pass mark for your Academic English course you will not be required to retake another IELTS test to progress into your academic program (except for Nursing where IELTS is compulsory). It is both a cost-effective and efficient way to

reaching your English proficiency requirement. This course is specifically designed to equip students with academic English skills to be successful in their further study.

Tuition Payment

Q: Should I choose telegraph transfer or credit card to pay my tuition fees?

A: It's better to check with your local bank and see which option gives you a better exchange rate. There is no surcharge with credit card payments.

Q: If my visa application is unsuccessful, will I get a refund of my tuition fees?

A: You will need to provide the relevant documents and visa refusal letter and we will refund your tuition fees (less the cancellation fee) upon verification.

Q: If my visa gets delayed, will you keep my tuition deposit?

A: Yes, we will keep the deposit under your account. You should email our Admission team regarding the delay, and we will extend your enrolment. If there is a difference in tuition fees, you only need to pay for the difference.

Access to ECU facilities

Q: How do I get access to ECU elab and library?

A: During Orientation, you will get an ECC student ID card which will allow you to use ECU elab 24-7. You can use your student ID card to borrow books from ECU library.

Q: How do I join ECU Guild and what benefits do I get from them?

A: ECU Guild offering a paid membership to ECC students (diploma, PQP & ELICOS). Sign up via link: bit.ly/ECCG2020

The benefits include:

- membership of Guild Affiliated Clubs and Societies;
- Guild Discount Partner Programs discounts and promotions;
- access to Guild Member prices at Guild events such as Toga Party, Halloween and the Guild Ball

- use of the Guild kitchen and lounge facilities in Building 34.215 at Joondalup and Building 12 in Mount Lawley
- second hand bookshop access (purchase of textbooks only)
- free sausage sizzle when available on campus.

Please visit ecuguild.or.au for more information.

Overseas Student Health Cover (OSHC)

Q: What is covered by OSHC?

A: Medibank is the preferred Overseas Student Health Insurance provider for ECC. It covers doctor or specialist visits, some precipitation incidences, ambulance services and hospital visits.

Q: How to activate your membership?

A: There are two options that you can choose from to activate your membership:

Activate online via medibankoshc.com.au by entering your policy number which can be found in the email mentioned above or your student ID, or;

Activate via the Medibank OSHC App by entering your policy number or your student ID, download via medibankoshc.com.au/oshc-support/mobile-apps/

Q: Where can I see a doctor?

A: There is a Medical Centre on both ECU campuses. You can call them to make an appointment, and you only need to show your OSHC membership card with no payment required. Alternatively, you can find a doctor's clinic nearby and most clinics will require you to make an appointment. If it's an emergency, you can go to hospital directly or dial 000 for an ambulance if it's a life-threatening situation.

Q: How can I claim medical expense?

A: If you see a doctor and you have paid an upfront consultation fee, you can claim through online, in store or by post.

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Printed April 2020
ECC200310-0848_0420_AW

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ECC is part of the Navitas Group.

